



GRIEVANCE POLICY

The California Council on Problem Gambling (CalPG) is dedicated to conducting all activities in strict compliance with the ethical principles established by the American Psychological Association (APA), the California Association of Marriage and Family Therapists (CAMFT), the California Consortium of Addiction Programs and Professionals (CCAPP), and any other accrediting organizations to which it currently belongs or may belong in the future.

CalPG is further committed to upholding all legal and ethical responsibilities to ensure non-discriminatory practices in its management, interactions with personnel, promotional activities, program content, and the treatment of program participants.

To support these commitments, CalPG strives to guarantee fair treatment for all staff and participants and proactively works to identify and address potential concerns. In instances where issues arise, CalPG staff or officers will intervene to resolve them. This procedural description serves as a guideline for handling grievances in a fair, consistent, and ethical manner.

Submitting a Grievance

Grievances must be submitted within 30 calendar days of the training date. You may submit your grievance via any of the following methods:

- **Email:** ce@calpg.org
- **Fax:** 951-266-0072
- **Mail:** 41690 Ivy St., STE A7, Murrieta, CA 92562

Grievances submitted via these methods will be directed to Robert Jacobson, Executive Director, and/or Tonya Williams, Deputy Director.

Required Information

When submitting a grievance, please include the following:

- Your full name
- Your contact information (email and phone number, at a minimum)
- A detailed description of your grievance, including a date and time that your grievance occurred
- Your preferred resolution

Acknowledgment and Resolution Timeline

- You will receive confirmation of your grievance via email within **2 business days** of submission.
- Grievances are typically resolved within **5 business days**. If more time is required, you will receive regular updates on the status of your grievance at least once every **5 business days** until a resolution is reached.



- The resolution process will aim to conclude within **15 business days**.

During the review period, you may contact us with questions or updates, and we will respond within **2 business days**.

Investigation and Resolution

All grievances are thoroughly investigated by the Executive Director and Deputy Director in collaboration. If the grievance is determined to be valid, every effort will be made to provide the requested resolution. If the requested resolution is not feasible, we will reach out to discuss alternative solutions.

Appeals

If you are dissatisfied with the outcome of your grievance or feel it has not been adequately addressed, you may appeal the decision. Appeals must be submitted within **15 business days** of receiving the grievance decision and can be sent to:

- **Email:** ce@calpg.org
- **Fax:** 951-266-0072
- **Mail:** 41690 Ivy St., STE A7, Murrieta, CA 92562

Appeal Process

- The appeal will be reviewed by the President of CalPG's Board of Directors in collaboration with the Training Committee of the Board.
 - You may reach out to the President of the Board directly at president@calpg.org.
- The review will include the original investigation, the reasons for the appeal, and any additional investigations as needed.
- The Training Committee may either take final action or refer the matter to the Executive Committee of the Board of Directors for further review.

The appeal process will be completed within **15 business days**.

Changes to Our Grievance Policy

If we decide to update our grievance policy, we will:

- Post the changes on this page.
- Update the "last modified" date below.

Last Modified: December 25th, 2024